

bunq

BANK OF THE FREE

Formal Complaint Procedure



Got a formal complaint?

We strive to give you the best possible service and we take your feedback seriously. If you wish to make a formal complaint, you can contact us at support@bunq.com. Please make sure to indicate in your communication that this concerns a formal complaint.

It's our aim to solve your issue within 1 week, but it could take up to 6 weeks. If you're not satisfied with the way we handled your complaint, you can submit your complaint to the Klachteninstituut Financiële Dienstverlening (KiFiD) within 3 months after going through our procedure. KiFiD is an independent organisation that handles complaints about financial products and services. You can read more on their website, at [www,kifid.nl](http://www.kifid.nl)